IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:	)	Group Art Unit [Parent Case]: 2643
Ronald A. KATZ	)	Examiner [Parent Case]: Woo, Stella
Serial No. Not Yet Assigned	)	
Filed: Herewith	)	
For: VOICE-DATA TELEPHONIC INTERFACE CONTROL SYSTEM	)	

PRELIMINARY AMENDMENT

Box Patent Application
Commissioner for Patents
Washington, D.C. 20231

Sir:

Prior to examination, please amend the above-identified application as follows:

IN THE CLAIMS:

Please cancel claim 1, without prejudice, and add the following claims 22-71.

22. (New) A voice-data control system for implementing operations in accordance with an interface format, the voice-data control system for use with a communication facility including remote terminals for individual callers, wherein the remote terminals include a voice communication structure for providing audio response signals and a

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digital input structure for providing digital response signals, the voice-data control system comprising:

interface structure for receiving signals relating to the remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format wherein the interface structure further receives caller credit card expiration data signals as part of the digital data signals;

testing structure coupled to the interface structure, for testing caller data for the individual callers at the remote terminals for billing identification as provided by certain of the digital data signals, the caller data comprising credit card number data for testing for billing purposes;

memory structure coupled to the interface structure and the testing structure for storing other data from the individual callers received in the form of signals including both the digital data signals and the audio signals wherein the other data includes audio data;

coupling structure for coupling a coupled terminal to the memory structure wherein the memory structure is addressed to provide the other data including at least the audio data to the coupled terminal;

displaying at least a part of the caller data for the individual callers and the other data for the individual callers at the coupled terminal; and

processing structure for processing calls from said remote terminals to a specific format in accordance with the digital control signals.

23. (New) A voice-data control system according to claim 22, wherein the credit card expiration data signals are entered by the caller via the digital input structure.

24. (New) A system according to claim 22, wherein the interface structure receives calling number identification data signals provided automatically from the communication facility and wherein the processing structure utilizes the calling number identification data signals to control certain processing operations based on a limit on use.

25. (New) A method according to claim 22, wherein the coupled terminal is a remote terminal.

26. (New) A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers, wherein the remote terminals comprise a telephonic capability including a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals in accordance with a select format to prompt selective actuation by callers of said voice communication means and said digital input means to provide responsive signals;

selectively receiving said responsive signals from said select ones of said remote terminals as digital data signals indicative of caller data, digital control signals to control access to certain operations, or audio signals;

testing at least certain of the digital data signals to determine whether callers have exceeded a limit on use;

transferring calls to at least one live operator station where at least certain digital data signals indicative of caller data are displayed at the live operator station including at least a part of caller data entered by the callers and a part of caller data stored for the callers and where a live operator enters data for callers and completes calls; and

confirming at least a part of the caller data stored for the callers with the callers.

27. (New) A method according to claim 26, further comprising the step of:

receiving calling number identification data signals automatically provided by said communication facility.

28. (New) A method according to claim 27, wherein said calling number identification data signals control certain processing operations.

29. (New) A method for controlling voice-data communications according to claim 26, further comprising the step of:

recording said audio signals and reproducing recorded audio signals as caller voice data at a remote terminal.

30. (New) A method for controlling voice-data communications according to claim 26, further comprising the step of:

providing said audio signals recorded in a digital format to a terminal via a coupling means.

31. (New) A method for controlling voice-data communications for use with a communication facility including remote terminals for individual callers, wherein said remote terminals comprise a telephonic capability including a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said method comprising the steps of:

cuing select ones of said remote terminals to prompt selective actuation by callers of said voice communication structure and said digital input structure to provide responsive signals;

selectively identifying said responsive signals from said select ones of said remote terminals as digital data signals, digital control signals, or audio signals;

forwarding calls to a specific format based on said digital control signals;

testing at least certain of said digital data signals to determine whether callers have exceeded a limit on use;

transferring calls to a live operator under a condition where at least certain digital data signals are displayed to a live operator who can complete the call; and

confirming with the callers at least certain data stored for the callers.

32. (New) A method according to claim 31, further comprising the steps of:

receiving calling number identification data signals automatically provided by the communication facility.

33. (New) A method according to claim 31, wherein at least certain of calling number identification data automatically provided by said communication facility is also displayed to said live operator.

34. (New) A method according to claim 31, further comprising the step of:

utilizing at least certain of said calling number identification data to control at least part of voice-data communications operations.

35. (New) A method according to claim 34, wherein at least certain of said calling number identification data is utilized to preclude access to at least certain operations performed by an audio response unit.

36. (New) A method according to claim 34, further comprising:

controlling voice-data communications based upon a specified limited amount of use available to said individual callers.

37. (New) A method according to claim 36, wherein said specified limited amount of use includes incrementing to said amount of use.

38. (New) A method according to claim 36, wherein said specified limited amount of use is one.

39. (New) A method according to claim 31, further comprising the step of:

isolating a subset of said callers based at least in part upon said individual callers' calling order sequence.

40. (New) A method for controlling voice-data communications according to claim 31, further comprising the step of:

recording said audio signals and reproducing recorded audio signals as caller voice data at a remote terminal.

41. (New) A method for controlling voice-data communications according to claim 31, further comprising the step of:

providing said audio signals recorded in a digital format to a terminal via a coupling structure.

42. (New) A method for controlling voice-data communications according to claim 41, wherein said audio signals recorded in a digital format are provided to said terminal via an autodialer.

43. (New) A method for controlling voice-data communications according to claim 41, further comprising the step of:

providing each of said individual callers with a computer generated number.

44. (New) A method for controlling voice-data communications according to claim 41, further comprising the step of:

receiving individual callers' credit card numbers for billing purposes.

45. (New) A method for controlling voice-data communications according to claim 31, further comprising the step of:

storing at least said audio signals for subsequent processing.

46. (New) A voice-data control system for implementing operations in accordance with an interface format, said voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said voice-data control system comprising:

interface structure for receiving signals relating to said remote terminals, including digital control signals, digital data signals, and audio signals encoded in a digital format;

testing structure coupled to said interface structure, for testing caller data for said individual callers at said remote terminals for billing identification as provided by certain of said digital data signals, said caller data comprising credit card number data for testing for billing purposes;

memory structure coupled to said interface structure and said testing structure for storing other data from said individual callers received in the form of signals including both said digital data signals and said audio signals wherein a coupled terminal is connected to said memory structure wherein said memory structure is addressed to provide said other data including at least said audio data to said coupled terminal;

processing structure for processing calls from said remote terminals to a specific one of a multiple configuration of formats in accordance with said digital control signals;

coupling structure for coupling calls via an autodialer to a remote terminal; and

a transfer structure to transfer calls to a live operator to facilitate completion of a call wherein at least certain data entered by a caller is displayed to the live operator.

47. (New) A method according to claim 46, further comprising the steps of:

receiving calling number identification data signals automatically provided by the communication facility.

48. (New) A method according to claim 47, wherein at least certain of calling number identification data automatically provided by said communication facility is also displayed to said live operator.

49. (New) A method according to claim 47, further comprising the step of:

utilizing at least certain of said calling number identification data to control at least part of voice-data communications operations.

50. (New) A method according to claim 47, wherein at least certain of said calling number identification data is utilized to preclude access to at least certain operations performed by an audio response unit.

51. (New) A method according to claim 46, wherein a test based on a limited amount of use is specified, which controls voice-data communications based upon a specified limited amount of use available to said individual callers.

52. (New) A method according to claim 51, wherein said specified limited amount of use includes incrementing to said amount of use.

53. (New) A method according to claim 51, wherein said specified limited amount of use is one.

54. (New) A method according to claim 46, further comprising the step of:

receiving caller credit card expiration data signals as part of said digital data signals.

55. (New) A voice-data control system for implementing operations in accordance with an interface format, said voice-data control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a voice communication structure for providing audio response signals and a digital input structure for providing digital response signals, said voice-data control system comprising:

interface structure for receiving signals relating to either said remote terminals or callers at said remote terminals or both, including at least part of calling number identification signals automatically provided by said communication facility, as well as other signals that serve as either digital control signals or digital data signals, wherein said digital data signals include signals indicative of caller customer number data and caller credit card number data and expiration date data;

memory structure coupled to said interface structure for storing order data associated with said caller customer number data or said credit card number data or both to update caller records;

control structure coupled to said interface structure and said memory structure for controlling at least certain of said operations in accordance with said interface format under control of at least certain of said calling number identification signals; and

processing structure for subsequently processing at least certain of said signals relating to at least certain of callers at said remote terminals.

56. (New) A voice-data control system according to claim 55, wherein said processing structure isolates a subset of callers based at least in part on comparison of at least certain of said response signals with external data.

57. (New) A voice-data control system according to claim 56, wherein said external data is indicative of caller sequence.

58. (New) A voice-data control system according to claim 55, further comprising:

test structure for testing said responsive signals for a limit on use.

59. (New) A voice-data control system according to claim 58, wherein said limit on use specifies limited amounts of use.

60. (New) A voice-data control system according to claim 58, wherein said test structure tests at least certain of said calling number identification data signals to determine if said limit on use is reached for at least certain callers.

61. (New) A voice-data control system according to claim 58, wherein said test structure tests said caller customer number data to determine if already of record in said memory structure.

62. (New) A voice-data control system according to claim 58, wherein said interface structure receives said caller customer number data entered by a particular caller only as billing data and receives said caller credit card number data only as billing data from a different caller.

63. (New) A voice-data control system according to claim 58, where said processing structure subsequently processes signals to perform operations including an operation to place related calls.

64. (New) A voice-data control system according to claim 63, wherein said processing structure includes an autodialer to automatically place said related calls.

65. (New) A voice-data control system according to claim 55, wherein said credit card number data is used for billing callers.

66. (New) A voice-data control system according to claim 55, further comprising:

transfer structure for transferring calls from callers to an operator attended terminal.

67. (New) A voice-data control system according to claim 66, further comprising:

display structure at said operator attended terminal to display data entered by callers to an operator.

68. (New) A voice-data control system according to claim 55, where said processing structure subsequently processes signals to perform operations including operations to store and retrieve individual caller data, including said audio signals for reproducing caller voice data at a remote terminal.

69. (New) A voice-data control system according to claim 55, further comprising:

automatic call distributors coupled to said interface structure for receiving said calling number identification signals automatically provided by said communication facility.

70. (New) A voice-data control system according to claim 55, wherein said select format executes a service operation.

71. (New) A voice-data control system according to claim 55, wherein said caller customer number data is used for billing purposes.

REMARKS

By this preliminary amendment, Applicant has canceled claim 1, without prejudice, and is introducing claims 22-71 for the Examiner's continued consideration. These claims correspond to the claims (28, 29, 34-41, 43-59, 62-89) rejected in the prior application Serial No. 08/482,218 with variations. The independent claims here do not recite a multiple configuration of formats. Applicant respectfully submits that the claims presented here are supported by Applicant's parent application (U.S. Serial No. 07/018,244) filed on February 24, 1987, which Applicant believes predates both the asserted patents to Szlam and Masson. Applicant will continue to prosecute these claims in the present application. Finally, in the final action of the preceding application (U.S. Serial No. 08/482,218) dated July 2, 2001, the Examiner indicated that she did not find any description in Applicant's earlier filed specification of an *"interface structure for receiving...digital control signals."* Applicant respectfully submits that his earlier specification have several examples of digital control signals. By way of one example, consider calling number identification signals that are received and utilized to access a file for a customer.

Favorable consideration and allowance of the claims here is respectfully requested.

Respectfully submitted,

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